

**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>

SCHEDULE TITLE: Federal Supply Schedule Multiple Award Schedule (**MAS**) Contract. MOD A812 – GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVICES

SPECIAL ITEM NUMBER:

54151S Information Technology Professional Services - SUBJECT TO COOPERATIVE PURCHASING

CONTRACT NUMBER: GS-35F-278GA

CONTRACT PERIOD: March 7th, 2017 through March 7th, 2022

For more information on ordering from Federal Supply Schedules click on the **GSA Schedules link** at www.gsa.gov

CONTRACTOR: **Tier1 Solutions, LLC**
1000 Essington RD
Joliet, IL 60435-2841
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CONTRACTOR'S ADMINISTRATION SOURCE: Robert Medina
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BUSINESS SIZE: Small Business, Veteran Owned

CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

SIN	Description
54151S	Information Technology Professional Services - SUBJECT TO COOPERATIVE PURCHASING

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
(Government net price based on a unit of one)

SIN	Model	Price
54151S	Help Desk Specialist I	\$52.80

- 2. **MAXIMUM ORDER:** 54151S \$500,000
- 3. **MINIMUM ORDER:** \$100
- 4. **GEOGRAPHIC COVERAGE:** 48 Contiguous States, DC, AK, HI, PR
- 5. **POINT(S) OF PRODUCTION:** USA
- 6. **DISCOUNT FROM LIST PRICES:** 4%. Prices shown on GSA Advantage are net discounted prices.
- 7. **QUANTITY DISCOUNT(S):** None
- 8. **PROMPT PAYMENT TERMS:** Net 30 Days.
- 9a **Government Purchase Cards are accepted at or below the micro-purchase threshold.**
- 9b **Government Purchase Cards are accepted above the micro-purchase threshold.**
- 10. **FOREIGN ITEMS:** None
- 11a. **TIME OF DELIVERY:** 14 DARO
- 11b. **EXPEDITED DELIVERY:** Contact the Contractor for rates.
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** Contact the Contractor for rates.
- 11d. **URGENT REQUIRMENTS:** Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
- 12. **FOB POINT:** Destination to the Contiguous 48 States & DC. Origin to AK, HI, & PR
- 13a. **ORDERING ADDRESS:** Same as Contractor's address.

- 13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3
14. **PAYMENT ADDRESS:** Same as Contractor's address.
15. **WARRANTY PROVISION:** N/A
- 15a. **RETURN/RESTOCKING POLICY:** All returns must be authorized. Vendor will provide a Return Goods Authorization (RGA) to the customer agency. Restocking fee of 20% applies.
16. **EXPORT PACKING CHARGES:** Not applicable.
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** Accepted at, below and above the micro-purchase level
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A.
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance for electronic and information technology (EIT):** as applicable
25. **DUNS NUMBER:** 079898893
26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Active Registration in the SAM database. CAGE Code 7S9G9

AWARD PRICE LIST

SIN(s) PROPOSED	SERVICE PROPOSED (e.g. Job Title/Task)	MINIMUM EDUCATION/ CERTIFICATION LEVEL	UNIT OF ISSUE (e.g. Hour, Task, Sq ft)	PRICE OFFERED TO GSA (excluding IFF)
54151S	Applications Systems Analyst I	BS	Hour	\$86.40
54151S	Applications Systems Analyst II	BS	Hour	\$105.60
54151S	Applications Systems Analyst III	BS	Hour	\$134.40
54151S	Computer Hardware Specialist I	BS	Hour	\$86.40
54151S	Computer Hardware Specialist II	BS	Hour	\$91.20
54151S	Computer Hardware Specialist III	BS	Hour	\$100.80
54151S	Computer Security Architect	BS	Hour	\$161.28
54151S	Computer Security Specialist I	BS	Hour	\$105.60
54151S	Computer Security Specialist II	BS	Hour	\$153.60
54151S	Computer Security Specialist III	BS	Hour	\$161.28
54151S	Database Administrator I	BS	Hour	\$86.40
54151S	Database Administrator II	BS	Hour	\$105.60
54151S	Database Administrator III	BS	Hour	\$139.20
54151S	Database Specialist I	BS	Hour	\$105.60
54151S	Database Specialist II	BS	Hour	\$187.20
54151S	Database Specialist III	BS	Hour	\$216.00
54151S	Help Desk Specialist I	BS	Hour	\$52.80
54151S	Help Desk Specialist II	BS	Hour	\$62.40
54151S	Help Desk Specialist III	BS	Hour	\$76.80
54151S	Help Desk Coordinator	BS	Hour	\$62.40
54151S	Help Desk Manager	BS	Hour	\$100.80
54151S	Help Desk Support Specialist	BS	Hour	\$81.60
54151S	Implementation Manager	BS	Hour	\$120.00
54151S	Information Security Specialist I	BS	Hour	\$91.20
54151S	Information Security Specialist II	BS	Hour	\$97.92
54151S	Information Security Specialist III	BS	Hour	\$115.20
54151S	Network Administrator I	BS	Hour	\$105.60
54151S	Network Administrator II	BS	Hour	\$134.40
54151S	Network Engineer I	BS	Hour	\$105.60
54151S	Network Engineer II	BS	Hour	\$134.40
54151S	Network Specialist I	BS	Hour	\$182.40
54151S	Network Specialist II	BS	Hour	\$220.80
54151S	Subject Matter Expert I	BS	Hour	\$76.80
54151S	Subject Matter Expert II	BS	Hour	\$206.40
54151S	Subject Matter Expert III	BS	Hour	\$230.40
54151S	System Administrator I	BS	Hour	\$81.60
54151S	System Administrator II	BS	Hour	\$109.44

54151S	System Administrator III	BS	Hour	\$132.48
54151S	System Integration Specialist I	BS	Hour	\$124.80
54151S	System Integration Specialist II	BS	Hour	\$151.68
54151S	Telecommunications Engineer I	BS	Hour	\$65.28
54151S	Telecommunications Engineer II	BS	Hour	\$79.68
54151S	Telecommunications Engineer III	BS	Hour	\$100.80

LABOR CATEGORY DESCRIPTIONS

Knowledge/Skill Levels:

Functional labor categories below can be further subdivided by knowledge/skill level. Definitions of these knowledge/skill levels are defined below:

Level	Knowledge/Skill Description
Entry-Level (I)	<ul style="list-style-type: none">• Applies fundamental concepts, processes, practices, and procedures on technical assignments.• Performs work that requires practical experience and training. Work is performed under supervision. <p>Minimum education and/or certification:</p> <ul style="list-style-type: none">• Bachelor degree in Computer Science/Engineering, Information Systems, Business, or other relevant discipline or related field and at least 1 year of current work experience. A minimum of 2 years of work experience may be substituted for degree requirements.
Journeyman (II)	<ul style="list-style-type: none">• Possesses and applies expertise on multiple complex work assignments.• Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks.• Operates with appreciable latitude in developing methodology and presenting solutions to problems.• Contributes to deliverables and performance metrics where applicable. <p>Minimum education and/or certification:</p> <ul style="list-style-type: none">• Bachelor degree in Computer Science/Engineering, Information Systems, Business, or other relevant discipline or related field and at least 3 year of current work experience.• A minimum of 2 years of work experience may be substituted for degree requirements.
Senior (III)	<ul style="list-style-type: none">• Possesses and applies a comprehensive knowledge across key tasks and high impact assignments.• Plans and leads major technology assignments.• Evaluates performance results and recommends major changes affecting short-term project growth and success.• Functions as a technical expert across multiple project assignments.• May supervise others. <p>Minimum education and/or certification:</p> <ul style="list-style-type: none">• Bachelor degree in Computer Science/Engineering, Information Systems, Business, or other relevant discipline or related field and at least 7 year of current work experience.• A minimum of 2 years of work experience may be substituted for degree requirements.
Master	<ul style="list-style-type: none">• Provides technical/management leadership on major tasks or technology assignments.• Establishes goals and plans that meet project objectives.• Has domain and expert technical knowledge.

- Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met.
- Interactions involve client negotiations and interfacing with senior management.
- Decision making and domain knowledge may have a critical impact on overall project implementation.
- May supervise others.

Minimum education and/or certification:

- Bachelor degree in Computer Science/Engineering, Information Systems, Business, or other relevant discipline or related field.
- At least 10 year of current IT work experience.
- A minimum of 2 years of work experience may be substituted for degree requirements.

Functional Labor Category Descriptions

1. Applications Systems Analyst

- Formulates/defines system scope and objectives.
- Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results.
- Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications.
- Works with project managers, developers, and end users to ensure application designs meet business requirements.
- Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer.
- Designs, codes, tests, debugs, and documents those programs.
- Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages.
- Assists all phases of software systems programming applications.
- Evaluates new and existing software products.

2. Computer Hardware Specialist

- Organizes and directs hardware installations on site surveys.
- Assesses and documents current site network configuration and user requirements.
- Designs and optimizes network topologies.
- Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions.
- Directs and leads preparation of engineering plans and site installation Technical Design Packages.
- Develops hardware installation schedules.
- Mobilizes installation team.
- Directs and leads preparation of drawings documenting configuration changes at each site.
- Prepares site installation and test reports.
- Coordinates post installation operations and maintenance support.
- Specialized experience includes: supervision of installation technicians, analysis, design, and installation of computer based systems; analysis, design, and installation of local area nets; and analysis and installation of communication systems.
- General experience includes increasing responsibilities in technical management.

3. Computer Security Architect

- Develop rules of engagement for all ST&E efforts.
- Perform security control assessments based on Federal (NIST) guidance.
- Develop ST&E plans and reports.
- Conduct system test and evaluation based on Federal (NIST, OMB, DOD) guidance.
- Perform automated scans for vulnerability and penetration test results.
- Analyze findings; complete security evaluation/assessment reports; recommend remediation efforts.
- Experience in the information security field, with security control assessments, test and evaluation methodologies, and development of security test and evaluation plans.
- Have experience in leading security test teams.
- Experience in security testing including control assessment, penetration tests, network and application scanning and assessment/remediation efforts.
- Knowledge of FISMA compliance.
- CISSP certification is preferred.

4. Computer Security Specialist

- Assists in the development and coordination of communications security policies and standards for an agency; assists in the conducting of studies and analysis of existing security communications and policies and procedures to assure currency and applicability.
- Assist in preparing new or revised policy.

- Participates in security evaluations of communications centers to determine compliance with security policies and standards.
- Performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction.
- May be involved with databases, networks, stand-alone microcomputers, mainframes, of minicomputers.
- Interfaces with the user community to understand their security needs and implements procedures to provide support.
- Ensures that the user community understands and adheres to the level of security provided.
- Will conduct required security audits, risk assessments, and other certification activities.
- Under general direction, provides information security support to internal and external customers.
- Analyzes basic customer security requirements and makes recommendations for improvement to information security databases or platforms.
- Provides information security support, such as violation reports, PC security policies, incident response, and maintenance, to customers. Promotes customer information security compliance, according to corporate and local security standards, by verifying data from pre-existing audit programs.
- Investigates information security logging and violation reports and contacts managers as appropriate.
- Have experience reviewing and developing certification and accreditation documentation.
- Have experience in leading teams performing security testing, including: control assessment, penetration tests, network and application scanning, and assessment/remediation efforts.
- Must be able to manage and direct the certification and accreditation process, including document inventory and security reporting.
- Should be familiar with scanning tools, such as: AppDetective, WebInspect, Websense, or Tenable Security Center.
- Certification or advanced degree in area of subject matter expertise.
 - CISSP, SANS, or PMP certification is required.
 - Advanced to expert knowledge of FISMA compliance is required

5. Database Administrator

- Provides database support to all members of the project team.
- Oversees database analysis, conversion loads, reorganizations, verifications, recoveries.
- Provides application support during development and testing.
- Provides production database support, validity and security.
- Provides assistance and consultation to other infrastructure staff.
- Analyzes and determines informational needs and elements, data relationships and attributes, proposed manipulation, data flow, storage requirements, data output and reporting capabilities.
- Defines logical attributes and inter-relationships and designs data structures to accommodate database production, storage, maintenance and accessibility.
- Tests designed applications utilizing database management software or general programming software.
- Installs, implements and supports highly complex systems within the user base.
- Performs complex system level database maintenance.
- Reviews logical and physical design of existing databases and makes recommendations for modifications to ensure optimum operation efficiency.
- Monitors the operational databases at production sites for the purpose of identifying problems of database availability and efficiency.
- Experience includes: planning, installation, configuration, maintenance and production monitoring of database instances and associated software tools.
- Serves as the counterpart to the Government program technical manager.

6. Database Specialist

- Possesses and applies a comprehensive knowledge across key tasks and high impact assignments.
- Plans and leads major technology assignments.
- Evaluates performance results and recommends major changes affecting short-term project growth and success.
- Functions as a technical expert across multiple project assignments.
- May supervise others.
- Provides all activities related to the administration of computerized databases.
- Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function.
- Designs, creates, and maintains databases in a client/server environment.
- Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data.
- Advises users on access to various client/server databases.
- Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods.
- Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design.
- Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.
- Provides all activities related to the administration of computerized databases.
- Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function.
- Designs, creates, and maintains databases in a client/server environment.
- Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data.
- Advises users on access to various client/server databases.
- Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods.
- Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design.
- Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.
- Minimum education and/or certification:
 - DBA certification is required.

7. Implementation Manager

- Uses standard project management practices and complete a comprehensive and detailed implementation plan and Microsoft Project to schedule all deliverables and milestones required for a successful go-live and will include beta test site-specific requirements, based on the business workflows.
- Manages the schedule and performance and coordinate the execution of the activities required to meet the deliverables and milestones.

8. Help Desk Specialist

- Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.
- Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.
- Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk.
- General experience includes information systems development and other work in the client/server field, or related fields.
- Demonstrated ability to communicate orally and in writing and a positive customer service attitude.
- Responds to and diagnoses problems through discussion with users.
- Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps.
- Supervises operation of help desk and serves as focal point for customer concerns.
- Provides support to end users on a variety of issues.
- Identifies, researches, and resolves technical problems.
- Responds to telephone calls, email and personnel requests for technical support.

- Documents, tracks, and monitors the problem to ensure a timely resolution.
- Provides second-tier support to end users for either PC, server, or mainframe applications or hardware.
- Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.
- Simulates or recreates user problems to resolve operating difficulties.
- Recommends systems modifications to reduce user problems.

9. Help Desk Manager

- Has overall responsibility for help desk staff and the activities associated with the identification, prioritization, and resolution of reported problems.
- Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately.
- May maintain responsibility for development, maintenance and integrity of help desk software.
- Assigns personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance reports.
- Familiarity with appropriate desktop systems.
- Ability to communicate orally and in writing and experience interfacing with clients and customers and handling sensitive issues.
- Two to three years progressively responsible computer operations, network management and/or desktop support experience.
- Identifies, researches, and resolves complex technical problems.
- Creates and manages escalation procedures and ensures service levels are maintained.
- Documents, tracks, and monitors problems to ensure resolution in a timely manner.
- A level III supervisor has full authority and may be considered lower middle management
- Relies on extensive experience and judgment to plan and accomplish goals.
- Performs a variety of tasks.
- A wide degree of creativity and latitude is expected.
- Typically reports to a manager or head of a unit/department

10. Help Desk Coordinator

- Under general supervision, responds to and diagnoses problems through discussions with users.
- Includes problem recognition, research, isolation, and resolution steps.
- Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support.
- May involve use of problem management database and help desk systems.
- Provides technical/management leadership on major tasks or technology assignments.
- Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge.
- Directs and controls activities for a client, having overall responsibility for financial management, methods, and staffing to ensure that technical requirements are met.
- Interactions involve client negotiations and interfacing with senior management.
- Decision making and domain knowledge may have a critical impact on overall project implementation.
- May supervise others.

11. Help Desk Support Specialist

- Track hardware and software maintenance agreements.
- Self-prioritize between several projects in a multi-tasking environment.
- Work independently to solve technical problems.
- Provide technical hardware support services to a range of Dell PC, laptops, mobile devices, and HP printer equipment.
- Utilize ghosting software to provide imaging, backup, and recovery support.
- Where necessary, provide telecommunications support, (e.g., analog, VOIP, audio, video conferencing, and conference bridge equipment).
- Provide Tier 1 and Tier 2 support to customers.
- Demonstrate experience supporting a range of telecommunications, voice, and video equipment.
- Have knowledge of customer service concepts and practices as evidenced by work experience involving daily customer interactions.
- Possess excellent organizational skills.
- Demonstrate good verbal/oral and written communication skills.

12. Information Security Specialist

- Determines enterprise information assurance and security standards.
- Develops and implements information assurance/security standards and procedures.
- Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements.
- Identifies, reports, and resolves security violations.
- Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands.
- Supports customers at the highest levels in the development and implementation of doctrine and policies.
- Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.
- Performs analysis, design, and development of security features for system architectures.
- Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers.
- Designs, develops, engineers, and implements solutions that meet security requirements.
- Provides integration and implementation of the computer system security solution.
- Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.
- Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.
- Ensures that all information systems are functional and secure.
- Minimum education and/or certification:
 - CISSP certification is required.

13. Network Administrator

- Organizes and directs network installations on site surveys.
- Assesses and documents current site network configuration and user requirements.
- Designs and optimizes network topologies.
- Directs and leads preparation of engineering plans and site installation Technical Design Packages.
- Develops installation schedules.
- Mobilizes network installation team.
- Directs and leads preparation of drawings documenting configuration changes at each site.
- Prepares site installation and test records.
- Coordinates post installation operations and maintenance support.
- Knowledge of developing and maintaining all systems, applications, security, and network configurations.
- Experience with troubleshooting network performance issues and maintaining an IT disaster recovery plan.
- Specialized experience includes: supervision of installation technicians; analysis, design, and installation of local and wide area nets; and analysis and installation of communication systems.
- Familiar with engineering documentation, network configurations and topologies, X.25, TCP/IP, Frame Relay, Bridges, and Routers.
- General experience includes increasing responsibilities in technical management.
- Supports team with analysis, evaluation and recommendations for continual process and system improvement, optimization, development, and/or configuration.
- Resolves technical problems and addresses customer related issues via remote network monitoring and administrative tools to support customer hardware, software, network systems, and encryption systems.
- Familiar with a variety of the field's concepts, practices, and procedures.
- Relies on extensive experience and judgment to plan and accomplish goals.
- Typically reports to a manager or head of a unit/department.

14. Network Engineer

- Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configuration of networks.
- Performs general LAN/MAN/WAN administration, provides technical leadership in the integration and test of complex large-scale computer integrated networks.
- Schedules conversions and cutovers.
- Oversees network control center.

- Supervises maintenance of systems.
- Coordinates with all responsible users and sites. Supervises staff.
- Specialized experience includes protocol analysis, knowledge of OSI protocols particularly TCP/IP, X.25, X.400, X.500.
- Modifies command language programs, network start up files, assigns/re-assigns network device logicals, participates in load balancing efforts throughout the network to achieve optimum device utilization and performance.
- Establishes new user accounts on the network granting access to required network files and programs.
- Manages network E-mail functions.
- Establishes mailboxes and monitors mail performance on the network.
- Troubleshoots network/user problems, presents resolutions for implementation.
- Prepares a variety of network resource reports
- Experience with ATM, frame relay, other knowledge with bridges, routers, gateways, FDDI, detailed knowledge of UNIX operating systems.
- Experience as a CNE or ECNE desirable.
- Specialized experience also includes: supervising the operation and maintenance of communication network systems which may be mainframe, mini, or client/server based.
- General experience includes all aspects of communication networks planning, installation, and support.

15. Network Specialist

- Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems.
- Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions.
- Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance.
- Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems.
- Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications.
- Plans large-scale systems projects through vendor comparison and cost studies.
- Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment.
- Provides quality assurance review and the evaluation of new and existing software products.
- Provides assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations.
- Provides input to policy level discussions regarding standards and budget constraints.
- Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations.
- Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities.
- Monitors and responds to hardware, software, and network problems.
- Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals).
- Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance.
- Troubleshoots network systems when necessary and makes improvements to the network
- Minimum education and/or certification:
 - ITIL v3 Foundations certification is required

16. Subject Matter Expert

- Experience in a relevant discipline or area of expertise. Possible areas of expertise include but are not limited to information technology, information analysis, system safety, Human Factors, Reliability and Maintainability (R&M), contracting, contract management, Electromagnetic Compatibility (EMC), Quality Assurance, Test & Evaluation, Industrial Processes, Manufacturing, Aeronautics, Environmental Protection, Communications, Acquisition

Management, financial analysis, financial management, cost estimating/analysis, budgeting and performance measurement or Logistics.

- Experience in isolating and resolving problems.
- Ability to explain issues to others in a manner that facilitates informed decision making.
- May include experience in evaluating, developing and/or analyzing information systems (IS) or information technology (IT) applied to information architectures/information warfare, including the use of client-server systems, distributed data bases, both wide-area and local-area communications, and a performance-based acquisition process.
- May include experience in financial analysis and management, cost estimating and analysis, budgeting and performance measurement.
- Also known as Acquisition Specialist.
- Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences.
- Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
- Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.
- Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.
- Executes tasks and projects relevant to subject matter.
- Reduces issues to practical recommended options.
- Explains recommendation to decision-makers in terms that permit decisions.
- Performs studies and analyses on subjects within the technical scope of work.

17. System Administrator

- Administers and manages complex local area networks including installation of server software and hardware, system monitoring, license compliance, virus detection, disaster prevention and backups, capacity management, usage reporting and the e-mail system.
- Supports all issues including problem resolution, training both users and other system administrators and individual tailoring of user needs in log in scripts and set-ups.
- Develops long-term plans and budgets and oversee their execution.
- Represents the group for cross-group and companywide computer resources planning and implementation including providing technical and strategic planning inputs.
- Directs on-site customer interface for installation, design, repair, upgrade and maintenance network hardware and software components.
- Maintains and establishes a filing system for tracking and inventory control of hardware and software systems and equipment.
- Complies with hardware and software systems standards and procedures.
- Maintains liaison with outside hardware and software vendors for system upgrades and maintenance.
- Provides technical assistance and informal training in implementing network programs based on user requirements.
- Assists in the preparation and production of technical reports, progress reports, data requirements and system constraints for technical presentations, meetings and customer briefings.
- Optimizes system operation and resource utilization and performs system capacity analysis and planning.
- Familiarity with networked/distributed computing environment concepts for example, can use the route command or administer routing and remote access service, add a workstation to a network, and mount remote file systems.
- Experience in writing scripts in some administrative language (Tk, Perl, VBScript, a shell).
- Programming experience in any applicable language.
- Provides assistance to users in accessing and using business systems.
- Specialized experience requires administering UNIX or open systems compliant systems.
- Trains and monitors lower level network administrators for system performance and network functional capabilities.
- Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based.
- General experience includes operations experience on a large-scale computer system or a multiserver local area network.
- Administers a small, uniform site alone or assists in the administration of a larger system.
- Works under the general supervision of a system administrator or computer systems manager.

18. System Integration Specialist

- Develops and implements solutions coordinating applications across the enterprise or its units/departments.
- Has knowledge of commonly used concepts, practices, and procedures within a particular field.
- Evaluates existing components or systems to determine integration requirements and to ensure final solutions meet organizational needs.
- Reuses components when possible and assists management in buy/build decisions.
- Relies on instructions and pre-established guidelines to perform the functions of the job.
- Primary job functions do not typically require exercising independent judgment.
- Typically reports to a manager.
- Relies on experience and judgment to plan and accomplish goals.
- May lead or direct the work of others.
- A wide degree of creativity and latitude is expected.
- Typically reports to a manager or head of a unit/department.

19. Telecommunications Engineer

- Leads tasks and supervises staff in analyzing network characteristics and components, and documents communications system requirements.
- Installs, tests, and operates communications software and hardware.
- Conducts performance engineering and predictive modeling in support of system maintenance and prototyping.
- Inspects communication facilities (inside/outside the cable plant), troubleshoots connectivity and interoperability problems, and designs alternative architectures to alleviate shortcomings.
- Develops integration and transition plans in support of open system standards and the Defense Information Infrastructure's Common Operating Environment (DII COE).
- Performs advanced planning and special studies in analog-to-digital conversion technology, microwave radio engineering and transmission monitoring, frequency propagation theory, signal acquisition and tracking, atmospheric noise, transverse magnetic and electrical polarization, jamming and nuclear perturbations, and digital modulation and spread spectrum techniques.